



INSTANT TICKET MANUFACTURING AND SERVICES RFP
REFERENCE CHECK QUESTIONNAIRE

The Texas Lottery Commission (TLC) has issued a Request for Proposals for Instant Ticket Manufacturing and Services and is currently evaluating proposals and checking vendor references. Your name was provided as a reference/customer for **Pollard Banknote Ltd.** Please complete and return this questionnaire to Angela Zgabay-Zgarba, Contracts Administration, at angela.zgarba@lottery.state.tx.us or by fax to (512) 344-5444 by 4:00 p.m. CST on Thursday, February 23, 2012.

Please provide the following:

Lottery Name: CALIFORNIA LOTTERY

Contact Name: LIZ FURTADO

Phone number: 916-822-8407

1. Was Pollard Banknote Ltd. a primary or secondary vendor for you?

Check One

Primary Vendor	
Secondary Vendor	√

2. On average, how many games did the instant ticket manufacturer print for you during your last fiscal year? 6

3. Did you experience any issues with Pollard Banknote Ltd. regarding defective tickets (i.e. latex that did not scratch, missing imaging, etc.) or miscut or omitted packs for a game that was already released for sale?

Check One

Yes*	√
No	

*Please explain:

Scratch off issue.

Tex. Gov't Code
§552.139/§552.101
§466.022

3.a. If so, was the situation handled by the vendor in a timely manner and to your satisfaction?

Check One

Yes	
No*	√

*Please explain:

The quality control measures were set into place but 2 to 3 games had already been affected in the meantime before the measures.

Tex. Gov't Code
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§466.022

4. Did you experience any game production issues with Pollard Banknote Ltd.?

Check One

Yes*	√
No	

*Please explain:

Same as above 3a.

5. Did you experience any issues with Pollard Banknote Ltd. in adhering to contracted game delivery schedules?

Check One

Yes*	
No	√

*Please explain:

6. Would you consider contracting with Pollard Banknote Ltd. in the future?

Check One

Yes	√
No*	
Maybe*	

*Please explain:

For questions 7 through 10, please use the scale below when making your assessment.

1 = Did not meet requirements	4 = Satisfactory	7 = Exceeded Requirements				
<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>	<u>7</u>

7. Reports – (Accuracy, completeness and timeliness of deliverables)

Choose One: 1 2 3 4 5 6 7

PLEASE COMMENT

6 -

8. Working papers - (Accuracy, completeness and timeliness of deliverables)

Choose One: 1 2 3 4 5 6 7

PLEASE COMMENT

6 - due to the games being a handful a year the problem faced are if the working papers have our updated specifications .

9. Customer service

Choose One: 1 2 3 4 5 6 7

PLEASE COMMENT

7 – very satisfactory

10. Problem resolution

Choose One: 1 2 3 4 5 6 7

PLEASE COMMENT

6 – can take some time to reach resolutions in cases. In most they are timely

11. Overall performance

Choose One: 1 2 3 4 5 6 7

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PLEASE COMMENT

6 – satisfied.